

## **CELL C LTE TERMS AND CONDITIONS**

### **General Terms and Conditions**

1. Cell C has introduced a Long Term Evolution network which provides customers with high speed data access for smartphones, tablets and modem dongles (the "LTE Service"). Access to the LTE Service is based on the requirements detailed in these Terms and Conditions
2. It is important that you understand and agree to these terms and conditions
3. All standard Terms and Conditions of Cell C (Pty) Ltd and Cell C Service Provider Company (Pty) Ltd apply to LTE.
4. All prices and usage rates advertised include VAT, unless otherwise stated.
5. Standard RICA rules and processes apply.
6. These Terms and Conditions must also be read together with Cell C LTE Smartdata packages and Internet bundle terms and conditions, which may found on [www.cellc.co.za](http://www.cellc.co.za)
7. Cell C will not be liable for usage charges incurred where the LTE service is interrupted.
8. Cell C may amend, modify or otherwise change these terms and conditions in its sole and absolute discretion, on notice to you, and the amended version will be displayed in the same media as these terms and conditions. By continuing to make use of the LTE Service, you agree and understand that you will be bound by the amended terms and conditions.
9. Cell C and any of its agents, directors, affiliates, members or employees shall not be responsible in any way for claims, loss or damages (either direct, indirect, consequential or otherwise), arising from Customers' use of the LTE Service, or any product purchased by virtue thereof.
10. Cell C has the right to withdraw the LTE Service in its sole and absolute discretion, and will notify customers if it chooses to do so. Customers will not have a claim against Cell C in this event.
11. Cell C will not be liable to you, or to any other person, for any damage or loss suffered as a result of use of the LTE Service, and/or if the LTE Service is cancelled, suspended or interrupted for any reason whatsoever.

### **How to Access the LTE Service**

The customer needs to ensure that the following is required for use of the LTE Service:

- 1.1. Ensure the handset is LTE enabled;
- 1.2. A compatible Cell C USIM has been activated on the Cell C network;
- 1.3. The customer is required to be provisioned for the LTE Service on Cell C;
- 1.4. The customer is required to be within an LTE Service coverage range.

### **LTE Capable Devices**

Cell C will be launching the LTE Service on the following capable LTE devices. The device list is updated as and when new device distributors come on board. Customers are required to visit the Cell C website for an updated list of devices.

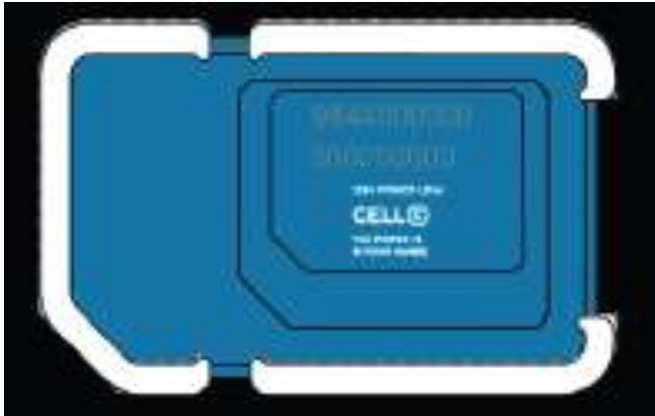
Make	Model	LTE
BlackBerry	Z30 Astro	Yes
Blackberry	Q5 (LTE) - Rainier	No Band 1
Blackberry	Z10 (LTE) - Liverpool	No Band 1
Blackberry	Q10 - Naples	No Band 1
Blackberry	Passport	Yes
Blackberry	Classic	Yes
Blackberry	Rio_R157_Leap	Yes
HTC	M9	Yes
Huawei	Ascend P7	Yes
Huawei	Ascend Mate 7 DS	Yes
Huawei	Ascend G6	Yes
Huawei	Ascend G7	Yes
Huawei	Y550	Yes
Huawei	P8	Yes
Huawei	P8 Lite_DS	Yes
Huawei	MediaPad T1 10"	Yes
Huawei	Y550	Yes
Huawei	P8	Yes
Iphone	5S	Yes
Iphone	5C	Yes
Iphone	5	Yes
iPhone	6 Plus	Yes
iPhone	6	Yes
LG	G3 (D855)	Yes
LG	D958 G Flex	No Band 1
LG	Optimus G - E975	Yes
LG	G2 (D802)	Yes
LG	G3 S (D722)	Yes
LG	V490 ( G Pad 8.0)	Yes
LG	C70 H440	Yes
LG	G4 H815P	Yes
LG	Leon H340Y	Yes
LG	G4 Beat H735	Yes
Microsoft	Lumia 640_DS	Yes
Microsoft	Lumia_640_XL_DS	Yes
Motorola	TC 55	No Band 1
Nokia	Lumia 930	Yes
Nokia	Lumia 1320	No Band 1
Nokia	Lumia 1520	Yes
Nokia	Lumia 1020	Yes
Nokia	Lumia 925	Yes
Nokia	Lumia 820	Yes
Nokia	Lumia 920	Yes
Nokia	Lumia 930	Yes
Samsung	A3 SM-A300F	Yes

Samsung	A5 SM-A500F	Yes
Samsung	S5 G900F	Yes
Samsung	A7 SM-A700F	Yes
Samsung	Galaxy Tab A SM-P555	Yes
Samsung	Galaxy S6 G920F	Yes
Samsung	Galaxy S6 EDGE G925F	Yes
Samsung	SM-T815 9.7 " Tab S2	Yes
Samsung	Galaxy J5 SM- J500F_DS	Yes
Samsung	Galaxy Tab A SM-P555	Yes
Sony	M2 ( D2303 )	Yes
Sony	Xperia Z2 (D6503)	Yes
Sony	Xperia Z1( Honami)	Yes
Sony	Xperia Z Ultra	Yes
Sony	Z3 (D6603)	Yes
Sony	Z3 Compact (D5803)	Yes
Sony	Z3 Tablet (SGP621)	Yes
Sony	Xperia C3 LTE (D2533 )	Yes
Sony	Xperia E3 ( D2203)	Yes
Sony	C4 E5333_DS	Yes
Sony	C4 E5303_SS	Yes
Sony	E4G E2033 DS	Yes
Sony	E4G E2003_SS	Yes
Sony	Xperia Z1 Mini	Yes
Sony	Tablet 2( SGP521)	Yes
Sony	Xperia E3 ( D2203)	Yes
Sony	M2 Aqua ( D2403 )	Yes
Sony	M4 Aqua E2333_DS	Yes
Sony	M4 Aqua E2303_SS	Yes
Sony	M4 Aqua E2333_DS	Yes
Sony	M4 Aqua E2303_SS	Yes
Sony Mobile	Xperia SP - Huashan	Yes
Sony Mobile	Xperia Z Tablet (10 inch)	Yes
Sony Mobile	Xperia V	Yes
Sony Mobile	Xperia Z	Yes

### Cell C 128K USIM

1. The customer is required to have an activated Cell C Usim in order to make use fo the LTE Sevice. The USIM is either Blue or Black. All new devices will receive a re-pluggable SIM that you can use on an enabled LTE device.

2. The USIM is branded with a 128 k marking, as seen below:



### **LTE Service Coverage Areas**

1. Please visit the Cell C website to view the Cell C LTE Service coverage areas.
2. Cell C LTE coverage maps will be modified as and when LTE Service coverage is expanded.
3. The LTE Service is being rolled out in certain areas of Johannesburg, KZN and Cape Town. Not all areas will be covered at launch and Cell C will continue to expand LTE coverage across the country in the near future.
4. If you are located in an area where the LTE Service has not been rolled out, you will automatically get access to Cell C's 3G data network. When you enter an LTE Service coverage area, your phone will automatically switch over to the LTE Service.

### **LTE Terms and Conditions**

1. LTE Service speeds will vary from area to area and depending on the number of people connected to the LTE Service at any one particular time. Average download speeds on the LTE Service will be between 10Mbps to 20 Mbps and upload speeds of about 5Mbps to 10 Mbps. To give you an idea of how fast that is, it is about 3 times faster than your current fastest speeds. However, Cell C cannot and does not guarantee the speed of the LTE Service at any given time or in any particular area.
2. The LTE Service is designed for internet usage.
3. The speeds available on the LTE Service are dependent on the LTE coverage areas. Cell C uses best efforts to ensure the speeds are sustainable.
4. In areas where the LTE Service coverage is not available, an automatic fall back may occur. In this instance, the customer will fall back to the Cell C 3G network. Where there is no 3G network, the customer will fall back to the Cell C 2G network.